

As a hearing individual trying to contact a deaf individual via a VP-100, I am forced to wait for lengthy periods to contact the deaf party because there is always a wait. I am not able to connect with the deaf person through other faster responding VRS providers because this particular VRS provider blocks other VRS providers from making voice-to-video calls to a VP-100. So... I wait... and wait.

This is obviously not functionally equivalent. If I was not happy with my Sprint cell phone reception, I would simply (and did) switch providers. I am not able to choose another VRS provider though.